

1. **Services to be furnished** -- The Contractor shall provide all services as identified in OSF JSC ODIN ORDERING QUANTITIES contained in the electronic file "JSC Attachment A Dec 21.xls". These services shall also be provided to off-site facilities, including but not limited to, Ellington Field and Sonny Carter Test Facility (SCTF).
2. **Price List** -- The unit prices set forth the OSF PRICE LIST are applicable to the services ordered under this Delivery Order. The OSF PRICE LIST will be maintained and made available electronically by the Government. These unit prices are valid for all quantities within +/- 5% of the aggregate minimum/maximum quantities within a service category (e.g., desktop and server) set forth in Attachment Q of Contract NAS5-98144.

If applicable, the following unit prices shall apply in lieu of the respective prices reflected in the OSF PRICE LIST:

- (a) If at least 25% of the total ordered seats within a category (i.e. GP and SE) include the Enhanced service level for Hardware Maintenance, then the unit price will be \$5.33.
 - (b) If at least 25% of the total ordered seats within the GP and SE seat categories include the Enhanced service level for integrated Customer Support/Help Desk then the unit price will be \$2.66.
 - (c) If at least 25% of the total ordered seats within a category (i.e. GP and SE) include the Enhanced service level for Shared Peripheral, then the unit price will be \$1.51.
3. **Transition Bonus** -- In accordance with Contract Section A.1.7, a bonus of up to \$100,000 is available for completing a smooth transition at JSC. After one hundred eighty (180) days from the beginning of the period of performance, the Government will determine the earned amount. After determination has been made, the Government will notify the Contractor of the earned amount. The Contractor shall then submit an invoice for payment of the earned transition bonus amount.
 4. There is no Due Diligence price adjustment applicable to this Delivery Order.
 5. The total amount of this Delivery Order is \$69,361,87.87.
 6. Pursuant to Contract Section A.1.32.2, the NASA FAR Supplement (NFS) clause 1852.232-77 Limitation of Funds (Fixed-Price Contract) is incorporated in this Delivery Order. The full-text of this clause is provided as Attachment B to this Delivery Order. The following data is provided to complete the NFS clause.
 - (a) \$ 510,000.00 is presently available for payment and allotted to this Delivery Order

SCHEDULE FOR ALLOTMENT OF FUNDS

Date	Amounts
(to be provided)	

(c) (1) January 8, 1999

7. The accounting and appropriation data for this Delivery Order is provided below:
IM/CW-1/301003/2929C/34/99/BX \$1,071,000

8. The period of performance for this Delivery Order shall be thirty-five months beginning January 1, 1999 and ending November 30, 2001. The Contractor shall technology refresh all desktop seats ordered with Hardware Tech Refresh at the premium service level within the period of performance.

9. Authorized Officials –

Delivery Order Contracting Officer (DOCO):	Marjorie Ann Nelson
Alternate DOCO:	Jane M. Reutter
Delivery Order Contracting Officer's	
Technical Representative (DOCOTR):	Jeanne O'Bryan
Technical Management Representative (TMR):	Glenn Robinson
Alternate TMR:	Jon Symes

10. **Retainage Pools** -- In accordance with Contract Section A.1.8, the Government will withhold the following amounts from the sum of the monthly seat/system prices submitted on the invoices for this Delivery Order and subsequent modifications. These amounts will be deducted from the monthly invoiced amounts and disbursed if authorized by the ODIN Program Manager. Any amounts not authorized for disbursement will not be carried forward and the Delivery Order will be unilaterally modified to decrease the order dollar value.

- (a) Three (3) percent for the Performance Retainage Pool (PRP)
- (b) One (1) percent for the Metric Performance Retainage Pool (MPRP)

11. **Specialized Requirements**

- (a) Pursuant to Contract Section A.1.15 PROCEDURES TO EFFECT SPECIALIZED REQUIREMENTS, only the persons listed as Authorized Officials in paragraph 9 above are authorized to initiate the specialized requirements that cause a price change in this Delivery Order.
- (b) Pursuant to Contract Section C.5.9.2, the mission freeze notification time is no less than three working days prior to the freeze. An ODIN user or the TMR may request a mission freeze by calling the ODIN Help Desk. The Contractor shall be responsible for tracking the mission freeze requirements and reporting the occurrences and duration to the TMR. If access is required during the mission freeze, the Contractor shall coordinate access with the requesting user or applicable organization. The Contractor shall maintain compliance with the JSC Mission Support Plan (MSP) directive, constraints, and requirements concerning installation, modification, configuration control, and operation during designated mission periods. The Contractor shall evaluate all requests for waiver from the MSP for risk and criticality and submit a recommendation for approval or denial of the waiver to the TMR. The Mission Support Plan is incorporated herein by reference and will be made available by the TMR to the Contractor as requested.
- (c) For the priority service pursuant to Contract Section C.5.9.4.2, an ODIN user calls the ODIN Help Desk to report a problem and identifies it as a "work stoppage" or "requiring a priority". The Contractor shall be responsible for obtaining approval from the TMR or the DOCOTR prior to providing priority service under this Delivery Order. The response time requirement shall begin with the receipt of the approval from the TMR or the DOCOTR.

12. **Desktop File Services** – In accordance with Contract Section E.3.1.15, the Contractor shall provide a minimum of 50 MB of server file space for each ODIN user who orders the basic service level.
13. **Asset Transition** -- The Contractor shall submit, within sixty (60) of the date of this Delivery Order, the initial Asset Transition charge for the period of performance through November 30, 2001. As a minimum, the value shall be updated quarterly. The asset transition value will be calculated using the remaining lease value for all of the contractor-provided assets (both hardware and software) and the number of months remaining on the lease at the end of the delivery order. This applies to all classes of contractor-provided assets, including desktops, servers, telephones, and other communication assets. The Contractor shall include provisions in all purchase and lease arrangements, both for hardware and software, for transfer to a successor Contractor or Government. Catalog ordered items are **NOT** to be included in the asset transition value but shall be listed separately for identification purposes without an asset transition value.
14. **On-site space/facility** -- The Government will provide approximately 31,374 square feet of on-site facility/space for the Contractor's use in performing the services required under this Delivery Order. The facility space includes custodial, security, and utilities, however, it does not include telephones or computers. The office space will be located in buildings B12 and B46 including control center (with raised floor). The exact location and size of the facilities/space will be mutually agreed upon.
15. **Use of Existing Government Assets** – Pursuant to Contract Section A.1.14 (a), the NFS clauses 1852.245-71-ALTERNATE I and 1852.245-77 are incorporated by reference. These clauses are applicable to the installation provided property that will be on-site. These clauses are modified to reflect the following changes:
 - (a) The first sentence of paragraph (b)(1) of 1852.245-77 is changed to read “ Equipment to be made available will be incorporated by a subsequent modification to this Delivery Order.”
 - (b) The property or services identified in paragraphs (c) and (j) are not authorized under this Delivery Order.
 - (c) Contract Section A.1.14 identifies the contractor user responsibilities for paragraph (a) of 1852.245-71.

FAR clause 52-245-2 and NFS clause 1852-245-73 are incorporated by reference. These clauses are applicable to the Government property located off-site. The off-site property shall be reported in accordance with NFS clause 1852-245-73, Financial Reporting of NASA Property in the Custody of Contractors via NASA Form 1018. A copy of this form is included as Attachment D. Clause 1852-245-73 paragraph (b) is modified to reflect the following change:

- (b) Original NF 1018 and three copies shall be submitted to the Financial Management Officer:

NASA/Johnson Space Center
Attn: FMD/Mail Code: LF531
2101 Nasa Road 1
Houston, TX 77058

16. **Customer Satisfaction** -- Contract Table F.1.1 is revised to incorporate the Customer Satisfaction metrics applicable to this Delivery Order.

Table F.1.1 – Level 1 Metrics Table (revised)

	Service Delivery (%)	Availability (%)	Customer Satisfaction (%)
Desktop User Services	98	98	90/92/95 *
Phone Service	95	99.9	90/92/95 *
Fax Service	95	99.5	90/92/95 *
Local Video Service	95	99.5	90/92/95 *
Administrative Radio Service	95	99.9	90/92/95 *
Public Address Service	95	99.5	90/92/95 *

* 90% Year 1; 92% Year 2; 95% Year 3

17. **Platform Performance Specifications** -- During the period of performance, the Contractor shall meet or exceed the performance levels for each platform as specified in Attachment C.
18. **Telephone Seats** -- The seat price includes the price of the phone instrument that may be required due to any telephone infrastructure improvement performed during this Delivery Order period.
19. **Personnel Access to Government Premises** -- In accordance with Contract Clause A.1.25.2, the following clause is hereby incorporated:

JSC 52.242-92(C) G IDENTIFICATION OF EMPLOYEES (MAY 1993)

At all times while on Government property, the contractor, subcontractors, their employees and agents shall wear badges which will be issued by the NASA Contract and Pass Office, located in Building No. 110. Badges will be issued only between the hours of 7 a.m. and 4 p.m., Monday through Friday. Each individual who wears a badge will be required to sign personally for the badge. The contractor will be held accountable for these badges, and immediately after completion of the work they shall be returned to the NASA Contract Badge and Pass Office. Failure to turn in badges upon completion of the work may result in final payment being delayed.

20. **Data Requirement Documents (DRD)** -- In addition to the DRD Listing in Table B.1 of Contract NAS5-98144, the following data requirements are applicable to this delivery order:

- (a) DRD# ODIN-OSF-1 Reports, Supporting Invoice Data
- (b) DRD# ODIN-OSF-2 Reports, Telephone Call Detail
- (c) DRD# ODIN-OSF-3 Reports, Security

Attachments:

- A. OSF JSC ODIN ORDERING QUANTITIES (computer disk)
- B. 1852.232-77 LIMITATION OF FUNDS (FIXED-PRICE CONTRACT) (MARCH 1989) (2 pages)
- C. MINIMUM PERFORMANCE LEVELS (1 page)
- D. NF 1018 NASA PROPERTY IN THE CUSTODY OF CONTRACTORS (JUL 98) (2 pages)
- E. DRD# ODIN-OSF-1 REPORTS, SUPPORTING INVOICE DATA (2 pages)
- F. DRD# ODIN-OSF-2 REPORTS, TELEPHONE CALL DETAIL (2 pages)
- G. DRD# ODIN-OSF-3 REPORTS, SECURITY (1 page)